

Please do not allow cable modem companies to become unregulated monopolies. I live in Montgomery County, Maryland, and subscribe to Comcast. If I had any reasonable high-speed internet service alternative, I would switch in an instant. But even in my well-developed area, I am out of range of DSL service. And there is no cable competition to Comcast.

The Comcast service is notoriously unreliable (see the forums at <http://www.dslreports.com/forum/comcast> and <http://www.comcastreallysucks.com/forums/index.php>), and their "customer support" is execrable. Often, the only way to get even a semblance of help when there is a problem is through the County cable office. Please don't take away the County's ability to help in this way.

Individual customers are helpless in the face of the monopolistic cable companies' byzantine bureaucracies and techo-babble.

Thank you.